



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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March 9, 2010

TO: Supervisor Gloria Molina, Chair
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **DAVID AND MARGARET YOUTH AND FAMILY SERVICES – A
DEPARTMENT OF MENTAL HEALTH SERVICE PROVIDER**

We completed a program review of David and Margaret Youth and Family Services (David and Margaret or Agency), a Department of Mental Health (DMH) service provider.

Background

DMH contracts with David and Margaret, a private non-profit community-based organization that provides services to clients in Service Planning Area 3. Services include interviewing program clients, assessing their mental health needs and developing and implementing a treatment plan. The Agency's headquarters is located in the Fifth District.

DMH paid David and Margaret on a cost-reimbursement basis between \$1.74 and \$4.15 per minute of staff time (\$104.40 to \$249 per hour) for services or approximately \$1.7 million for Fiscal Year 2008-09.

Purpose/Methodology

The purpose of our review was to determine the appropriateness of the services David and Margaret provided based on available documentation in accordance with the County contract. This included a review of the Agency's billings, participant charts and personnel and payroll records. We also interviewed a number of the Agency's staff.

Results of Review

Overall, David and Margaret provided the services outlined in the contract. The Agency maintained documentation to support the billed service minutes and the staff possessed the required qualification to provide mental health services. The Agency also completed the Assessments, Client Care Plans and Progress Notes in accordance with the County contract requirements. However, David and Margaret did not document the Informed Consent for one (13%) of the eight clients' charts sampled, in which the clients received treatment with psychotropic medication.

We have attached the details of our review along with a recommendation for corrective action.

Review of Report

We discussed the results of our review with David and Margaret and DMH. In the attached response, the Agency concurred with our finding and recommendation.

We thank David and Margaret management for their cooperation and assistance during this review. Please call me if you have any questions or your staff may contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:EB

Attachment

c: William T Fujioka, Chief Executive Officer
Dr. Marvin J. Southard, Director, Department of Mental Health
Bill Ewing, President, Board of Directors, David and Margaret
Charles C. Rich, Executive Director, David and Margaret
Public Information Office
Audit Committee

**DEPARTMENT OF MENTAL HEALTH
DAVID AND MARGARET YOUTH AND FAMILY SERVICES
FISCAL YEAR 2008-09**

BILLED SERVICES

Objective

Determine whether David and Margaret Youth and Family Services (David and Margaret or Agency) provided the services billed in accordance with their County contract with the Department of Mental Health (DMH).

Verification

We judgmentally selected 35 billings totaling 3,707 minutes from 174,057 service minutes of approved Medi-Cal billings for February and March 2009, which were the most current billings available at the time of our review (December 2009). We reviewed the Assessments, Client Care Plans and Progress Notes maintained in the clients' charts for the selected billings. The 3,707 minutes represent services provided to 15 program participants.

Results

David and Margaret maintained documentation to support the billed service minutes. The Agency also completed the Assessments, Client Care Plans and Progress Notes in accordance with the County contract requirements. However, David and Margaret did not document the Informed Consent for one (13%) of the eight clients' charts sampled, in which the clients received treatment with psychotropic medication. Informed Consent is the client's agreement to a proposed course of treatment based on receiving clear, understandable information about the treatment's potential benefits and risks.

Recommendation

1. **David and Margaret management ensure that Informed Consent is obtained and documented in the client's chart on an annual basis.**

STAFFING LEVELS

Objective

Determine whether the Agency maintained the appropriate staffing ratios for applicable services.

We did not perform test work in this section, as the Agency did not provide services that require staffing ratios for this particular program.

Recommendation

None.

STAFFING QUALIFICATIONS

Objective

Determine whether David and Margaret's treatment staff possessed the required qualifications to provide the services.

Verification

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 11 of the 25 David and Margaret treatment staff who provided services to DMH clients during February and March 2009.

Results

Each employee in our sample possessed the qualifications required to provide the services billed.

Recommendation

None.

David & Margaret
Youth and Family Services

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1/27/2010

County of Los Angeles
Department of Auditor-Controller
Attn: Wendy L. Watanabe
Kenneth-Hahn Hall of Administration
500 West Temple Street, Room 525
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Re: Plan of Correction for Audit/Program Review Findings

Finding:

Medication informed consent form missing in one out of eight clients' charts sampled.

Plan of Correction:

After each psychiatric appointment where medications are initially prescribed the administrative assistant assigned to the psychiatrist will review the chart to ensure that the informed consent form has been completed and is filed in the chart. If it is missing the administrative assistant will follow up with the psychiatrist at that moment to complete with the client. The agency's quality improvement program completes chart reviews on all charts between 30 to 60 days after the initial first billing and this includes verifying that appropriate medication consent forms are completed. Additionally, any chart that is in services for over a year will be reviewed annually verifying again that the appropriate medication consent forms are completed. Finally, charts are pulled at random and audited and results are reported to the appropriate management and clinical staff to assist in identifying and resolving any charting issues which again includes medication consent forms.

If you need any additional information, please feel free to contact me at the above number, extension 3500. We also want to thank the auditor controller's office for the professionalism of the audit and the collaborative approach demonstrated by the auditor.

Sincerely,



Michael Miller, LMFT
Director of Mental Health Services